

REMARKS/ARGUMENTS

Applicant has reviewed and considered the Office Action dated October 30, 2003 and the references cited therein. The Abstract is amended; claims 1-33 are canceled without prejudice or disclaimer, and new claims 34-42 are added and pending in the present application.

The Abstract is objected to because of the Abstract is more than 150 words. The Abstract is now amended to overcome the objection.

Claims 1-33 are rejected under 35 U.S.C. 103(a) as being unpatentable over de Hita et al in view of Felciano et al.

Claims 1-33 are now replaced by new claims 34-42, and therefore, the rejections are moot. New claim 34 recites a method of providing a context sensitive mapping of a plurality of help informational items in an information retrieval system, comprising: establishing a database having at least one record entry, the at least one record entry defining relationship between an originating location from which a help request is originated and corresponding ones of the plurality of help informational items, and the at least one record entry each including a relationship type which is based on characteristic similarities between the help informational items, and a relationship strength value which is based on historical frequency of any related informational items being selected by a user; detecting a subsequent user's selection of a help informational item from the originating location; and presenting to the subsequent user any informational items related to the subsequent user's selection of the help informational item, which are sorted based on respective relationship types and relationship strength values.

de Hita describes a real-time natural language information retrieval system and method. More particularly, de Hita describes that in response to a user's natural language query, a real-time retrieval system searches keyword index for one or more content-based query keywords derived from a natural language query. However, de Hita does not disclose or teach establishing a database of at least one record entry defining relationship between an originating location from which a help request is originated and corresponding ones of the plurality of help informational items, and the at least one record entry each including a relationship type which is based on characteristic similarities between the help informational items, and a relationship strength value

which is based on historical frequency of any related informational items being selected by a user as recited in claim 34. Further, de Hita does not disclose or teach detecting a subsequent user's selection of a help informational item from the originating location and presenting to the subsequent user any informational items related to the subsequent user's selection of the help informational item, which are sorted based on respective relationship types and relationship strength values as recited in claim 34.

Felciano describes a system and method for monitoring and/or modifying web browsing sessions. More particularly, Felciano describes a database of log files which store the client HTTP request information for tracking individual web sessions which provide valuable and detailed information about user behavior, including where they go anywhere on the web, how long they spend at particular sites, and how they get from place to place (see column 4, line 66 to column 5, line 2). (Felciano does not disclose or teach establishing a database of at least one record entry defining relationship between an originating location from which a help request is originated and corresponding ones of the plurality of help informational items, and the at least one record entry each including a relationship type which is based on characteristic similarities between the help informational items, and a relationship strength value which is based on historical frequency of any related informational items being selected by a user as recited in claim 34.) Further, Felciano fails to disclose or teach detecting a subsequent user's selection of a help informational item from the originating location and presenting to the subsequent user any informational items related to the subsequent user's selection of the help informational item, which are sorted based on respective relationship types and relationship strength values as recited in claim 34. There is no motivation or suggestion in Felciano to disclose or teach the above features. Felciano's system and method is designed to track information for evaluating web-based user interfaces to information systems, which is useful in analyzing how to improve the design of web sites and increase ease of use. Felciano describes that because the actual browsing steps a user takes are all tracked, web site builders can see which pages users return to regularly as they navigate a site, and which ones are rarely visited (see column 4, line 66 to column 5, line 35). Nowhere in Felciano does it disclose or teach a method or system providing a database of at least one record entry having the recited relationship type and relationship strength value such that a subsequent user can be benefit from navigation of a prior user.

Therefore, Applicant respectfully submits that claim 34 patentably distinguishes over de Hita in view of Felciano.

The remaining claims also recite the above features and therefore are patentable for at least the same reasons discussed above.

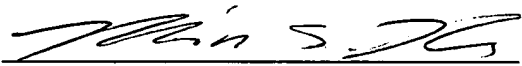
In view of the above, Applicant respectfully submits that the present application is in condition for allowance. Reconsideration of the present application and a favorable response are respectfully requested.

If a telephone would be helpful in resolving any remaining issues, please contact the undersigned at 612-752-7367.

Respectfully submitted,

DORSEY & WHITNEY LLP
Customer Number 25763

Date: April 28, 2004

By: 
Min S. (Amy) Xu (Reg. No. 39,536)
Intellectual Property Department
Suite 1500, 50 South Sixth Street
Minneapolis, MN 55402-1498
(612) 752-7367